

MyOMinsure

PERSONAL LINES **AND COMMERCIAL LINES BUSINESS**



DO GREAT THINGS



OLD MUTUAL
INSURE



ONE COMPLETE PORTAL FOR **PERSONAL LINES AND COMMERCIAL LINES BUSINESS**

MyOMinsure is the easy way to access your Personal and Commercial Lines business portfolios. From creating quotes and endorsing policies, to enabling/receiving claims notifications and monitoring their progress, you can do it all – real time – with **MyOMinsure**. This portal is:

- A web-based application that gives you online access to the Old Mutual Insure system for your Personal and Commercial Lines business
- Available via the Old Mutual Insure website and can be accessed by any fixed or portable device that has access to the internet
- Available Monday to Friday from 07:00 to 19:00, Saturday mornings from 07:00 to 13:00 except at month end where there will be no system availability over the weekend
- A portal that will ultimately replace all our existing intermediary portals.



MyOMinsure FUNCTIONALITY ALLOWS YOU TO:

- Perform enquiries on your policies, claims and financials
- Do quote functionality and new business conversions
- Do policy administration on existing policies, subject to business rules and a signed service level space agreement
- Schedule printing
- Enable claims notification functionality
- Enable claims registration functionality, and
- Calculate policy loss ratios.

ADDITIONAL FUNCTIONALITY AVAILABLE:

- Border and Cover Confirmation Letter creation – Personal Lines business
- Electronic commission statement generation – on request
- Broker academy access – system and product training
- Document and support access for communications, underwriting guidelines and product information for Personal and Commercial Lines business as well as claims information
- Auto vehicle value tool
- Full Claims registration for Personal Business and Commercial specified cars and Commercial vehicles. Claims notification applicable to all classes of business available on **MyOMinsure**
- Agri and body corporate business
- Commercial business policy administration
- Group Scheme policy enquiries

In a nutshell, **MyOMinsure** is a secure single insurance portal to improve performance and streamline interaction with Old Mutual Insure. It's a self-help facility for you to make amendments on policies and quotations depending on your mandate.



WHAT ARE THE BENEFITS OF MyOMinsure?

- Self-help portal for you to make amendments on policies and quotations, depending on your mandate
- You are able to manage your own business
- Service Level Agreements (SLA) will be managed as part of the process. Introducing Straight Through Processing (STP) capabilities
- Broker portfolio results reports
- Work online via the web
- Real time enquiries
- Daily unpaid enquiries
- Breakdown of claims costs.
- When you use **MyOMinsure**, you won't have to wait for a branch to give you information (for instance a quote or claims status – you have the ability to service your customers immediately).
- Allows brokers to manage their business and our mutual customers' information



HOW TO ADJUST YOUR SCREEN RESOLUTION

MyOMinsure works best with Google Chrome, Firefox, Microsoft Edge and Internet Explorer (versions 9 and up). The system will automatically adjust your screen to the correct size.

If not, adjust your screen resolution, by following these four easy steps:

1. Go to the homepage and right click
2. An option bar will appear on your screen
3. Click on 'Properties' and select 'Settings'
4. Click on the 'Screen resolution' option and select a suitable resolution.

Arranging access to **MyOMinsure**

Please register online to gain access to **MyOMinsure**.



NEED TECHNICAL ADVICE AND SUPPORT?

Should you need technical assistance when using **MyOMinsure** please contact us on 0860 632 447 or send an email to onlinesupport@ominsure.co.za. All emails that are sent to us are logged on to a call management system. You will receive a confirmation email noting the call number. We will respond to the call within 4 hours and will only close the call when the issue has been resolved.

Personal Underwriting queries or referrals

Please contact the Personal Lines Contact Centre on 0860 63 73 73 or by email on broker@ominsure.co.za for assistance

Commercial Underwriting queries

Please contact your Portfolio Manager.

**For more information, please visit
www.ominsure.co.za**



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